System Error Codes

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System Error Codes

Introduction

<table>
<tr><td>NOTE</td><td>Before troubleshooting System Errors, if possible, repeat the procedure performed when the error was reported.</td></tr>
<tr><td>NOTE</td><td>When reporting the System Error Code, make sure that you supply the full Error Code and the firmware version (displayed during the initialization process when powering ON the Printer or available in the User's Printer Setup $\Rightarrow$ Utilities $\Rightarrow$ Statistics menu).</td></tr>
</table>

The following pages contain a list of System Error Codes and their respective descriptions and recommended corrective actions. Only try one recommended action at a time and check if the Error Code has disappeared.

System Error Codes consist of two groups of alpha numerics:

$$[XXXXXX]-[YYYYZZZZ]$$

The first set of 6 alphanumeric characters consists of the System Error and the second set of 8 digits, when present, refer to the internal error data.

<table>
<tr><td>NOTE</td><td>If the YYYY digits in the second set of 8 characters are zero [0000ZZZZ], this indicates a LAN Card System Error. The last four digits [ZZZZ] of the Error Code must be reported to the vendor support organization:</td></tr>
</table>

- **For HP JetDirect Cards, this error code must be reported to the iIPS Division Support.**

- **For 3rd party LAN Cards, the HP support organization should communicate to the customer that they should address it through the 3rd party vendor support structure.**

If you have an error code which is not documented in this Service Manual or you have an error which you cannot resolve, then report the error to the HP Response Center or the nearest HP Support Office. When reporting the error, have the following information ready:

- Which firmware revision the Printer is using.
- The complete error number.
- Which software application the customer is using (name, version, etc.).

Continuable and Non-Continuable Error Codes

Some of the Error Codes are continuable, which means you can press **Enter** on the front-panel and continue working with the Printer. Non-Continuable Error Codes do not allow you to continue working with the Printer, in this case power the Printer OFF and ON again and see if the System Error disappears. If the Error Code reappears, then the Printer requires an on-site visit in order to resolve the problem.

NOTE   **Even though the customer can continue working with a Continuable Error Code, an on-site visit should still be planned to troubleshoot the problem.**

System Error Groups

The System Errors are organized in groups as follows:

- Group 01 - Hardware Test Group.
- Group 04 - Intelligent I/O (Jetdirect) Errors.
- Group 06 - Line Sensor Errors.
- Group 08 - Pen Energy and Thermal Management Errors.
- Group 09 - Hard Disk Drive Errors.
- Group 0A - Ink Delivery System Errors.
- Group 0B - Hardware Initialization Errors.
- Group 0C - Drop Detection/Nozzle Recovery Related Errors.
- Group 0D - Miscellaneous Errors.
- Group 0F - Firmware/Software Errors.

System Error:	ffff ffff **xxxxxxxx** (General Firmware Error)
Problem Description:	All ffff ffff errors are general firmware errors. This **does not** mean that the firmware has failed, but that the firmware (as a piece of software) has experienced an internal crash and before doing anything incorrectly it displays this error. We can compare this to the "blue-screen" that appears in the Windows operating system when there is a software problem. These errors also mean a system crash.
	Usually, the errors are sporadic and appear very randomly. The best solution is just to switch the Printer OFF and ON and check if the problem has disappeared (as in Windows). Frequently, the problem will disappear.
	However, sometimes the same system error appears quite often or it is permanent. Its root cause (as explained above) may not necessarily be a firmware problem; it could also be related to the Ink Supplies, Electronics Module, etc.
	In this situation, please take note of the Firmware version, the situation where the problem can be reproduced and the COMPLETE system error code and report it to the division.
Corrective Action:	Try the following:

- Power-cycle the Printer and to check whether it still fails.
- If it still fails, upgrade to the latest Firmware revision (as the newer revisions are more stable and solve many of the problems) and check whether it still fails.
- If it still fails, report the error to the division. In this case, it is important to report the firmware revision the printer is using, the complete error number, which software application the customer is using (name, version, etc.) and as much information as possible about when it occurred.

System Error:	ffff ffff **02b301b0**
Problem Description:	This error usually appears at the beginning of Printhead Alignment due to a firmware bug.
Corrective Action:	If the error appears frequently, upgrade to firmware release A.02.xx.
NOTE	**This problem is solved in any A.02.xx firmware release.**

System Error:	ffff ffff **01dcxxxx**
Problem Description:	There is a problem with the I/O Card (happens during power-up).
Corrective Action:	Try the following:

- Disconnect the Network Cable and check if the error still appears during power-up.
- If the error **does not** appear again, then the problem may have been that the Printer was receiving some information through the port while powering-up.
- If the error **does** appear again, then power OFF the Printer, remove the I/O Card from the back of the Printer and power ON the Printer again. Check if the error still appears during power-up.
  - If the error **does** appear again, replace the Main PCA (⇒ Page *8-81*) or the Hard Disk Drive (⇒ Page *8-74*).
  - If the error **does not** appear again (powers-up correctly without the I/O Card), then try inserting the I/O card in the second slot to check if it works. If it doesn't work in the second slot, then replace the I/O Card. If the new I/O card also fails, replace the Main PCA (⇒ Page *8-81*) or the Hard Disk Drive (⇒ Page *8-74*).

System Error:	ffff ffff **030d0170** or ffff ffff **030d0171**
Problem Description:	At power-up, the Printer thinks it is smaller than 42 inches.
Corrective Action:	Try the following:

- Check that there are no obstacles in the Scan-Axis which stops the Carriage from reaching the end-stops on both sides.
- Check that the Carriage moves freely from side to side.
- Check that the IDS Crane is installed correctly on top of the Carriage and that the Carriage Cover is clipped on correctly.

System Error:	ffff ffff **031609xx**
Problem Description:	This error code only appears if the Main PCA was replaced without removing the media from the Printer, because the firmware tries to find the last media information in the EEROM. Since the information cannot be found, this error code is displayed.
Corrective Action:	Remove the media and re-boot the Printer. This error code should not appear again.

System Error:	ffff ffff **03450097**
Problem Description:	If the Window is opened during the cutting operation, the Printer hangs and the Carriage suddenly stops. Also, if you press any key on the front panel this error code (ffff ffff **03450097)** may be displayed.
Corrective Action:	Re-boot the Printer and make sure that the Window is **never** opened during the cutting operation.
NOTE	**This problem is solved in any A.02.xx firmware release.**

System Error:	ffff ffff **036000bd**
Problem Description:	This firmware error code is related to the detection of the Printhead cleaners by the line sensor. It always happens during initialization, while checking the Printhead Cleaners. In most case, it is a problem of incorrectly inserted Printhead Cleaners, but it can also be caused by an incorrectly assembled Service Station.
Corrective Action:	Try the following:

- Remove the Printhead Cleaners and **reinsert** them again.
- If the error still persists, perform the Service Station Calibration ⇒ Page *5-11*.
- If the error still persists, an onsite visit is necessary to repeat the calibration or to change the Service Station assembly or the Carriage Assembly.

System Error:	ffff ffff **036e0136**
Problem Description:	This is an internal general error code which can appear during the Printhead Alignment process. The chance of this error appearing is less than 0.5% and there is nothing wrong with the Printer.
Corrective Action:	Re-boot the Printer and the error code should not appear again.

System Error:	01002D (**Non-Continuable)**
Problem Description:	The Main PCA cannot communicate with the Carriage.
Corrective Action:	Try the following:

- Check the Trailing Cable is connected correctly.
- Replace the Trailing Cable ⇒ Page *8-36*.
- Replace the Carriage Assembly ⇒ Page *8-46*.

System Error:	010023 (**Non-Continuable)**
Problem Description:	EEROM Test failure.
Corrective Action:	■ Replace the Main PCA ⇒ Page *8-81*.

NOTE **After replacing the Main PCA, make sure you perform the Backup EEROM ⇒ Page *4-30*, making sure that you select "Main PCA" when prompted.**

System Error:	010030 **034c095e**
Problem Description:	This error code appears when the power supply detects a low spike (e.g. due to a temporary loss of tension). There is nothing wrong with the Printer.
Corrective Action:	Re-boot the Printer and the error code should not appear again.

NOTE **If the error code appears again, try connecting the Printer to a different power socket.**

System Error:	010040
Problem Description:	Error in Paper-axis Encoder quadrature.
Corrective Action:	Try the following:

- ■ Check that the Paper-Axis Motor cable is NOT broken or damaged.
- ■ Check that the Paper-Axis Motor cable is correctly connected.
- ■ Replace the Paper-Axis Motor ⇒ Page *8-105*.
- ■ If the Error Code continues, replace the Main PCA ⇒ Page *8-81*.

WARNING **Only replace one component at a time and check if the error has gone before replacing another component. Using this procedure you will be able to determine exactly which component failed.**

System Error:	010041
Problem Description:	Error in Scan-axis Encoder quadrature.
Corrective Action:	Try the following:

- Check that the Encoder Strip is NOT broken or damaged.
- Replace the Encoder Strip ⇒ Page *8-34*.
- Replace the Carriage Assembly ⇒ Page *8-46*.
- If the Error Code continues, replace the Main PCA ⇒ Page *8-81*.

WARNING	**Only replace one component at a time and check if the error has gone before replacing another component. Using this procedure you will be able to determine exactly which component failed.**

System Error:	010042
Problem Description:	Error in Service Station-axis Encoder quadrature.
Corrective Action:	Try the following:

- Check that the Service Station Encoder-Cable is NOT broken or damaged.
- Check that the Service Station Encoder-Cable is correctly connected.
- Replace the Service Station ⇒ Page *8-69*.
- If the Error Code continues, replace the Main PCA ⇒ Page *8-81*.

WARNING	**Only replace one component at a time and check if the error has gone before replacing another component. Using this procedure you will be able to determine exactly which component failed.**

System Error:	010090 (**Continuable**)
Problem Description:	Error in Paper-axis Motor Encoder
Corrective Action:	Try the following:

- Check that the Paper-Axis Motor cable is NOT broken or damaged.
- Check that the Paper-Axis Motor cable is correctly connected.
- Replace the Paper-Axis Motor ⇒ Page *8-105*.
- If the Error Code continues, replace the Main PCA ⇒ Page *8-81*.

WARNING	**Only replace one component at a time and check if the error has gone before replacing another component. Using this procedure you will be able to determine exactly which component failed.**

System Error:	010091 (**Continuable**)
Problem Description:	Error in Paper-axis Motor Encoder
Corrective Action:	Refer to System Error Code 010090.

System Error:	010092 (**Continuable**)
Problem Description:	Mark Encoder position not detected on Drive Roller.
Corrective Action:	Try the following:

- Replace the Lens Cover ⇒ Page *9-5*.
- Clean the Mark Encoder on the Drive Roller using the Turn DRIVE ROLLER Utility ⇒ Page *4-17*.

System Error:	011000
Problem Description:	NIB Crash.
Corrective Action:	Power the Printer OFF and ON again using the Power Switch at the back of the Printer.

System Error:	040000 **01E603D9**
Problem Description:	This is an error that is related to the Parallel Port. It happens normally in New Printers and only once (it is unlikely to appear again). Even if the error appears again, there is nothing wrong with the Printer.
Corrective Action:	Try the following:

- Recommend to the customer to print via the Network Card because the transmission time via the Parallel Port is very slow.
- If the customer insists on printing via the Parallel Port, ask them to check the Parallel Port settings on the PC (that was used when the error occurred). The Parallel Port setting in the PC BIOS should be in the ECP mode. This configuration should decrease the frequency of the error.

System Error:	050000 (**Continuable**)
Problem Description:	Lens has problems reading the Mark Encoder on the Drive Roller.
Corrective Action:	Try the following:

- Clean the Mark Encoder on the Drive Roller using the Turn DRIVE ROLLER Utility $\Rightarrow$ Page *4-17*
- Replace the Lens Cover Assembly $\Rightarrow$ Page *9-5*.

System Error:	050001 (**Continuable**)
Problem Description:	Lens has problems reading the Mark Encoder on the Drive Roller.
Corrective Action:	Refer to System Error Code 050001.

System Error:	06030C
Problem Description:	Bad Line Sensor.
Corrective Action:	Try the following:

- Replace the Line Sensor ⇒ Page *8-53*.
- Replace the Carriage Assembly ⇒ Page *8-46*.
- Replace the Trailing Cable ⇒ Page *8-36*.
- Replace the Main PCA ⇒ Page *8-81*.

WARNING   **Only replace one component at a time and check if the error has gone before replacing another component. Using this procedure you will be able to determine exactly which component failed.**

System Error:	06040C
Problem Description:	Line Sensor not connected correctly.
Corrective Action:	Try the following:

- Check/reconnect the Line Sensor.
- Replace the Line Sensor ⇒ Page *8-53*.
- Replace the Carriage Assembly ⇒ Page *8-46*.

WARNING   **Only replace one component at a time and check if the error has gone before replacing another component. Using this procedure you will be able to determine exactly which component failed.**

System Error: 0A0000

Problem Description: APS Failure.

Corrective Action: Try the following:
- Check all the cables of the APS and make sure they are correctly connected and are NOT damaged.
- Check all the tubes of the APS and Tubes System and make sure they are correctly connected and are NOT pinched or damaged.
- Check that the Air Tube from the APS is correctly connected to the Tubes System.
- Replace ONE Ink Cartridge at a time, checking if the System Error Code disappears.
- Faulty APS. Replace the APS ⇒ Page *8-67*.

WARNING **Only replace one component at a time and check if the error has gone before replacing another component. Using this procedure you will be able to determine exactly which component failed.**

System Error: 0A0010

Problem Description: APS Failure.

Corrective Action: Refer to System Error Code 0A0000.

System Error: 0A0020

Problem Description: Error in Calibrating the APS Sensor.

Corrective Action: Try the following:
- Check the APS Sensor and the valve cables, making sure that they are NOT damaged and connected correctly.
- Replace the APS (⇒ Page *8-67*) or the ISS PCA (⇒ Page *8-91*).

System Error:	0A0030
Problem Description:	Problem in Depressurizing Air System.
Corrective Action:	Try the following:

- Check the APS for any signs of Ink. Also inspect ALL Ink Cartridges for any signs of leaking (the bottom valve of the Ink Cartridge will contain ink).
- If there is ink leakage, replace ALL Ink Cartridges, the APS ($\Rightarrow$ Page *8-67*) and the Tubes System ($\Rightarrow$ Page *8-25*).

WARNING	**Only replace one component at a time and check if the error has gone before replacing another component. Using this procedure you will be able to determine exactly which component failed.**

System Error:	0A0040
Problem Description:	APS Failure.
Corrective Action:	Try the following:

- Check all the cables of the APS and make sure they are correctly connected and are NOT damaged.
- Check all the tubes of the APS and Tubes System and make sure they are correctly connected and are NOT pinched or damaged.
- Replace ONE Ink Cartridge at a time, checking if the System Error Code disappears.
- Faulty APS. Replace the complete APS $\Rightarrow$ Page *8-67*.

WARNING	**Only replace one component at a time and check if the error has gone before replacing another component. Using this procedure you will be able to determine exactly which component failed.**

System Error: 0A0050 **(Non-Continuable)**

Problem Description: The Printer has detected a leak in the Tubes System - Should ONLY appear in printers with the Ink Leak Detector installed.

Corrective Action: Try the following:

- Check for ink in the Ink Leak Detector and, if present, replace the complete Tubes System ⇒ Page *8-25*.
- The Ink Leak Detector could have been triggered due to condensation in the Printer. Power OFF the Printer and allow the Printer to dry for 15 minutes. Power ON and check if the System Error Code has disappeared.
- Replace the ISS PCA ⇒ Page *8-91*.

WARNING   **Only replace one component at a time and check if the error has gone before replacing another component. Using this procedure you will be able to determine exactly which component failed.**

System Error: 0A0060 **(Non-Continuable)**

Problem Description: The Printer has detected a leak in the Tubes System - Should ONLY appear in printers with the Ink Leak Detector installed.

Corrective Action: Refer to System Error Code 0A0050.

System Error: 0A0070 **(Continuable)**

Problem Description: The Backup EEROM contents stored in the Hard Disk Drive are not consistent with the ones required by the firmware.

Corrective Action: Try the following:

- Perform Backup EEROM ⇒ Page *4-30* and ALL calibrations. Perform EEROM Setup ⇒ Page *4-23* to reconfigure the Printer.

System Error: 0B0000

Problem Description: Bad Ambient Temperature measured.

Corrective Action: Try the following:

- Make sure that the Ambient temperature is within the allowed range (between 0 and 55 Degrees Centigrade).
- Replace the Main PCA ⇒ Page *8-81*.

System Error:	0B0001
Problem Description:	Bad Humidity Read
Corrective Action:	Try the following:

- Replace the ISS PCA ⇒ Page *8-91*.
- Replace the Main PCA ⇒ Page *8-81*.

WARNING	**Only replace one component at a time and check if the error has gone before replacing another component. Using this procedure you will be able to determine exactly which component failed.**

System Error:	0B0002
Problem Description:	Bad IDS pressure read.
Corrective Action:	Try the following:

- Check that the cable from the Ink Supply Station (ISS) PCA to the Ink Supply Station is correctly connected.
- Check that the Air Pressurization System Sensor Cable is correctly connected and is NOT damaged.
- Check all the tubes of the APS and make sure they are NOT pinched or damaged.
- Faulty APS. Replace the APS ⇒ Page *8-67*.
- If the error code continues, replace the Main PCA ⇒ Page *8-81*.

WARNING	**Only replace one component at a time and check if the error has gone before replacing another component. Using this procedure you will be able to determine exactly which component failed.**

System Error:	0B0003
Problem Description:	ADC0 Internal channels check Failure.
Corrective Action:	Replace the Main PCA ⇒ Page *8-81*.

System Error:	0B0004
Problem Description:	APS Failure.
Corrective Action:	Try the following:

- Check that the cable from the Ink Supply Station (ISS) PCA to the Ink Supply Station is correctly connected.
- Faulty APS. Replace the APS ⇒ Page *8-67*.
- If the error code continues, replace the Main PCA ⇒ Page *8-81*.

WARNING	**Only replace one component at a time and check if the error has gone before replacing another component. Using this procedure you will be able to determine exactly which component failed.**

System Error:	0B0005
Problem Description:	APS Failure.
Corrective Action:	Refer to System Error Code 0B0004.

System Error:	0B0006
Problem Description:	The Trailing Cable has been incorrectly connected.
Corrective Action:	Try the following:

- Power the Printer OFF disconnect the Trailing Cable. Replace the Trailing Cable if the ends are not flat or are damaged. Reconnect the Trailing Cable correctly, making sure it is pushed in firmly (refer to the instructions on page ⇒ Page *8-36*). Power ON the Printer and check if the Error Code has disappeared.
- If the Error Code continues, replace the Main PCA ⇒ Page *8-81* taking care when connecting the Trailing Cable.

System Error:	0B000X
Problem Description:	Unable to detect Fan (X = 7 - Vacuum, 8 - Cooling, 9 - Aerosol).
Corrective Action:	Try the following:

- Make sure that the Fan is connected correctly to the Main PCA.
- Turn the Printer OFF and disconnect the Fan from the Main PCA. Connect a **New** Fan to the Main PCA and power ON the Printer. If the **New** Fan functions correctly without any Error Codes then remove the **Old** Fan from the Printer and install the **New** one.
- If the New Fan does not function correctly either, then replace the Main PCA ⇒ Page *8-81*.

System Error:	0B0010 **xxxxxxxx (Non-Continuable)**
Problem Description:	This firmware error code is related to the detection of the Printhead cleaners by the line sensor. It always happens during initialization, while checking the Printhead Cleaners. In most case, it is a problem of incorrectly inserted Printhead Cleaners, but it can also be caused by an incorrectly assembled Service Station.
Corrective Action:	Try the following:

- Remove the Printhead Cleaners and **reinsert** them again.
- If the error still persists, perform the Service Station Calibration ⇒ Page *5-11*.
- If the error still persists, an onsite visit is necessary to repeat the calibration or to change the Service Station assembly or the Carriage Assembly.

System Error:	0B000A
Problem Description:	Primer Shutdown Error.
Corrective Action:	Try the following:

- Check that the Service Station Cable (the grey flat cable with the grey connector) is plugged into the Main PCA, and that the clips of the connector are closed. Also check that the cable is not damaged.
- Replace the Service Station ⇒ Page *8-69*.

System Error:	0B000B
Problem Description:	APS Failure.
Corrective Action:	Try the following:

- Check that the cable from the Ink Supply Station (ISS) PCA to the Ink Supply Station is correctly connected.
- Check that the Air Pressurization System Sensor Cable is correctly connected and is NOT damaged.
- Check all the tubes of the APS and make sure they are NOT pinched or damaged.
- Faulty APS. Replace the APS ⇒ Page *8-67*.
- If the error code continues, replace the Main PCA ⇒ Page *8-81*.

System Error:	0B000C
Problem Description:	Serial Device ADC test failure.
Corrective Action:	Replace the Main PCA ⇒ Page *8-81*.

System Error:	0B000D
Problem Description:	24 V source test failure.
Corrective Action:	Replace the Main PCA ⇒ Page *8-81*.

System Error:	0B000E
Problem Description:	At power-up, the Printer thinks it is smaller than 42 inches.
Corrective Action:	Try the following:

- Check that there are no obstacles in the Scan-Axis which stops the Carriage from reaching the end-stops on both sides.
- Check that the Carriage moves freely from side to side.
- Check that the IDS Crane is installed correctly on top of the Carriage and that the Carriage Cover is clipped on correctly.

System Error:	0B000F (**Continuable**) (Only applicable to DesignJet 5500 Series)
Problem Description:	Unable to detect the Heater - If this error appears, all settings related to the heater will disappear from the front Panel.
Corrective Action:	Try the following:

- Check that the cable from the Heater to the Main PCA is correctly connected and is NOT damaged.
- Replace the Heater ⇒ Page *8-120*.

System Error:	0C0030
Problem Description:	Drop Detector Failure.
Corrective Action:	Try the following:

- Check that the Drop Detector Cable is NOT broken or damaged.
- Check that the Drop Detector cable is correctly connected to the Service Station Cable.
- Remove the Drop Detector and make sure that there are no obstacles inside which are blocking the sensor.
- Replace the Drop Detector Assembly ⇒ Page *8-72*.
- If the System Error Code continues, replace the Main PCA ⇒ Page *8-81*.

WARNING	**Only replace one component at a time and check if the error has gone before replacing another component. Using this procedure you will be able to determine exactly which component failed.**

System Error:	0C0032 (**Continuable)**
Problem Description:	Drop Detector not calibrated or the calibration settings have been lost.
Corrective Action:	Try the following:

- Perform the EEROM Backup from the HDD to the Main PCA (select Main PCA replaced).
- Switch the printer Off and ON again.
- If the System Error Code continues:
  - Perform the Service Station Calibration ⇒ Page *5-11*.
  - Replace the Drop Detector Assembly ⇒ Page *8-72*.
  - Replace the Service Station Assembly ⇒ Page *8-69*.

WARNING	**Only replace one component at a time and check if the error has gone before replacing another component. Using this procedure you will be able to determine exactly which component failed.**

System Error:	0C0040
Problem Description:	Error in Printhead Drop Detection. This error code appears when the Printer detects that the same area of nozzles do not work in different Printheads. The possible causes are either fibres or a piece of paper in the Drop Detector or that the Scan-Axis reference is incorrect.
Corrective Action:	Try the following:

- Manually recover the Printheads (⇒ Page *6-15*) and check whether the error still appears.
- If the error **does** appear again, then check that there no fibres or pieces of paper in the Drop Detector.
- If the error **does not** appear again, then check that the Scan-Axis stop of the Carriage is not deformed too much (some slight deformation of upto 0.5mm is normal, but if it is bigger than that, then replace the Carriage Assembly and recalibrate the Printer).
- If the Scan-Axis is OK also, then replace the Drop Detector (⇒ Page *8-72*) or the Service Station Assembly (⇒ Page *8-69*) and recalibrate the Printer.

System Error:	0C00FF
Problem Description:	Print Mask could not be generated. The mask generation algorithm could not generate the print mask. Possible causes are memory corruption, print mode definition incompatible with mask restrictions (if using an external RIP). The cause **is not** likely to be the Printhead because if it was, the Printhead would be marked as **XX21 REPLACE**.
Corrective Action:	Try the following:

- Re-boot the Printer and the error code should not appear again.
- If the problem continues to appear and the customer is using an external RIP, ask them to try one of the internal print modes by printing from the HP Driver. If the problem disappears, then the RIP print mode was causing the problem and the customer should contact the RIP vendor.
- Check whether there is a printhead in the **XX21 REPLACE** status. If there is, replace that Printhead.
- If there is no Printhead in the **XX21 REPLACE** status, print the Diagnostic Print to find the Printhead with the failing nozzles.

System Error:	0C1000
Problem Description:	Primer not calibrated or the calibration settings have been lost.
Corrective Action:	Try the following:

- Perform the Service Station Calibration $\Rightarrow$ Page *5-11*.
- Replace the Service Station Assembly $\Rightarrow$ Page *8-69*.

System Error:	0C1001
Problem Description:	Primer Shutdown Error.
Corrective Action:	Try the following:

- Check that the Primer Stepper-Motor Cable is NOT broken or damaged and that the Primer Arm moves freely from side to side.
- Replace the Service Station $\Rightarrow$ Page *8-69*.
- If the Error Code continues, replace the Main PCA $\Rightarrow$ Page *8-81*.

WARNING	**Only replace one component at a time and check if the error has gone before replacing another component. Using this procedure you will be able to determine exactly which component failed.**

System Error: 0D0000 (**Continuable)**

Problem Description: No Media Profiles Available.

Corrective Action: Download a media profile for the ink type being used.

System Error: 0D0000 **033f019C**

Problem Description: No Media Profiles Available.

Corrective Action: If you upgrade the firmware while media is loaded, you will get the system error "0d0000 033f019C". In this case, press Enter and you will get the message "no media profiles available". The solution is to unload the media and switch the Printer ON and OFF again.

NOTE **This problem only appears when you try to upgrade from Non-UV ink firmware to UV ink firmware while the media is loaded.**

System Error: 0D0002 (**Continuable)**

Problem Description: Insufficient Memory to Initialize HPGL2/RTL.

Corrective Action: The minimum memory required is 96 Mbytes so verify memory installed on the printer using the Statistics menu (refer to the User's Guide).

System Error: 0D0003 **xxxxxxxx (Non-Continuable)**

Problem Description: This error usually appears at the beginning of Printhead Alignment due to a firmware bug.

Corrective Action: If the error appears frequently, upgrade to firmware release A.02.xx.

System Error: 0D0004 **xxxxxxxx (Non-Continuable)**

Problem Description: This is an internal general error code which can appear during the Printhead Alignment process. The chance of this error appearing is less than 0.5% and there is nothing wrong with the Printer.

Corrective Action: Re-boot the Printer and the error code should not appear again.

System Error:	0D0005 **03180382 (Non-Continuable)**
Problem Description:	After cutting the media, the Printer cannot deactivate the Cutter.
Corrective Action:	Try the following:

- Check the Cutter and the Carriage Assembly to make sure that they are installed correctly.

System Error:	0FXXXX **(Non-Continuable)**
Problem Description:	A Firmware Error has occurred.
Corrective Action:	Refer to System Error Code ffff ffff **xxxxxxxx**.

System Error:	0F0200 **00b007bc**
Problem Description:	This is an error related to an internal crash involving media profiles and memory.
Corrective Action:	Try the following:

- This error is sporadic and very rare; just switching the Printer OFF and ON again will cause it to disappear.
- If the customer has this problem frequently, recommend upgrading the firmware revision to A.02.xx in order to lower the frequency of the error.

NOTE   **This problem is solved in any A.02.xx firmware release.**

System Error:	0F0200 **00b007E5**
Problem Description:	Refer to System Error Code 0F0200 **00b007bc**.

System Error: 0F0200 **01E603d2**

Problem Description: This is an error that is related to the Parallel Port. It happens normally in New Printers and only once (it is unlikely to appear again). Even if the error appears again, there is nothing wrong with the Printer.

Corrective Action: Try the following:

■ Recommend to the customer to print via the Network Card because the transmission time via the Parallel Port is very slow.

■ If the customer insists on printing via the Parallel Port, ask them to check the Parallel Port settings on the PC (that was used when the error occurred). The Parallel Port setting in the PC BIOS should be in the ECP mode. This configuration should decrease the frequency of the error.

System Error: 0F0100 **03180382 (Non-Continuable)**

Problem Description: After cutting the media, the Printer cannot deactivate the Cutter.

Corrective Action: Try the following:

■ Check the Cutter and the Carriage Assembly to make sure that they are installed correctly.

System Error: 1f500XX (Boot Failed)

Problem Description: This is an error related to the Hard Disk Drive, either the connections are bad or the Hard Disk Drive or the Main PCA are defective.

Corrective Action: Try the following:

■ Unplug the Printer, remove the HDD cover and check that the two cables (a flat one and the power cable) are connected. Also check that the flat cable connector is clipped in correctly. If the problem persists, replace the Hard Disk Drive ⇒ Page *8-74*.

■ If the problem continues, check that the Green and Orange LED's on the Main PCA are ON. If they are not ON, probably the PWS or its connections are defective. If the two LED's are ON and the error continues, replace the Main PCA ⇒ Page *8-81*.

System Error:	e50000
Problem Description:	This is an error that is related to the Hard Disk Drive, either the connections are bad or that the Hard Disk Drive or the Main PCA are defective.
Corrective Action:	Try the following:

- Unplug the Printer, remove the HDD cover and check that the two cables (a flat one and the power cable) are connected. Also check that the flat cable connector is clipped in correctly. If the problem persists, replace the Hard Disk Drive ⇒ Page *8-74*.
- If the problem continues, check that the Green and Orange LED's on the Main PCA are ON. If they are not ON, probably the PWS or its connections are defective. If the two LED's are ON and the error continues, replace the Main PCA ⇒ Page *8-81*.